

RwandAir Ltd is the flag carrier airline of Rwanda. It operates domestic and international services to East Africa, Central Africa, West Africa, Southern Africa, Europe and the Middle East from its main base at Kigali International Airport. Our mission is to provide unsurpassed, safe, and reliable services in air transportation, including strategically linking Rwanda with the outside world while ensuring a fair return on investment. As part of the expansion strategy, we are looking for interested, qualified, and competent candidates to fill the following position:

Job Title: E-Commerce Help Desk Manager
Reports to: Senior Manager, Channel Management
Department: Commercial
Location: Town Office

Job Purpose

To lead the support operations for RwandAir's e-commerce platforms, ensuring smooth customer experience, rapid incident resolution, and technical issue escalation. The E-Commerce Help Desk Manager oversees a dedicated support team responsible for resolving booking issues, payment failures, login problems, and digital customer service inquiries across RwandAir's online channels.

1. Key Duties and Responsibilities:

Strategic

- Conduct root cause analysis of recurring issues and propose improvements to platform design or backend workflows.
- Collaborate with digital, commercial, and marketing teams to support new product rollouts and campaigns from a support-readiness perspective.
- Support the integration of chatbot, self-service, and live support tools to enhance the digital customer experience

Operational

- Manage day-to-day operations of the e-commerce help desk and support team across multiple time zones.
- Ensure prompt response and resolution of customer issues related to online booking, account access, payments, vouchers, and product displays.
- Implement and maintain a ticketing system and escalation matrix for handling technical and service-related issues.
- Coordinate with IT, product owners, and third-party vendors to resolve platform bugs, outages, or integration failures.
- Track and report on key help desk KPIs including first response time, resolution time, CSAT scores, and backlog trends.
- Develop knowledge base articles, FAQs, and digital help content to reduce inbound support queries.
- Train and mentor help desk agents on product knowledge, tone of voice, escalation protocols, and troubleshooting workflows.
- Ensure compliance with customer data protection, payment security standards, and audit requirements.
- Prepare weekly and monthly service reports, incident logs, and recommendations for continuous improvement.



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- Act as the escalation point for high-impact or VIP customer incidents and coordinate recovery actions.
- Liaise with Finance, Revenue Accounting, and Distribution teams to resolve booking and payment reconciliation issues.

2. About You – Minimum Standard Qualifications;

Essential

- Bachelor's degree in Information Technology, Computer Science, Business, Digital Commerce, or a related field.
- Minimum 4–6 years' experience in a digital support, IT help desk, e-commerce operations, or customer service leadership role.
- Proven experience managing a help desk team in a fast-paced, multi-channel environment (web, mobile, digital platforms).
- Experience working with ticketing or customer support systems (e.g., Zendesk, Freshdesk, Jira Service Desk, Salesforce Service Cloud).
- Demonstrated experience resolving digital platform issues such as online booking errors, payment failures, and account access problems.
- Experience collaborating with IT, product owners, developers, and third-party vendors.
- Exposure to airline systems such as PSS, payment gateways, CRM, or distribution platforms is an added advantage.
- Experience with root cause analysis and continuous improvement initiatives.
- Experience creating reports, dashboards, and performance insights for senior leadership.

3. About You – Other Desired Competencies & Skills;

Job Specific Skills:

Essential

- Strong troubleshooting skills for digital platforms, including booking engines, payment systems, customer accounts, and integrations.
- Excellent understanding of ticketing workflows, escalation matrices, and service-level management.
- Ability to interpret help desk KPIs (FRT, AHT, CSAT, backlog, resolution time) and use them for performance optimization.
- Strong communication skills for handling escalations, VIP cases, and cross-functional coordination.
- Ability to develop and maintain knowledge base content, FAQs, and digital support documents.
- Strong stakeholder management skills when working with IT, Finance, Revenue Accounting, Digital, and Distribution teams.
- Good understanding of cybersecurity, data protection, and payment security standards (GDPR, PCIDSS).
- Ability to manage, train, and coach help desk agents on technical and service skills.
- Strong analytical and root-cause investigation skills.
- Ability to manage incidents, outages, and high-impact service disruptions efficiently.
- Proficiency with basic reporting tools and dashboards (Excel, Power BI, or similar).

4. How to Apply:

- An application letter addressed to the Chief HR & Administration Officer;
- Recent Curriculum Vitae;
- Copies of Notarized Degree/Diploma certificates
- Relevant certificates;
- Copies of academic papers;
- A photocopy of the Passport/National ID;
- Three referees

The deadline for submitting application documents (**Only PDF Format**) is **October 22nd, 2026**. Please apply via the link: <https://erecruitment.rwandair.com/>.